

JUDICIAL STAFF EDUCATION COMMITTEE
October 21, 2009
Meeting Minutes

Members Present:

Mark Stodola, Chair
Laura Beeson-Davis (Proxy)
Glendalynn Cobb *
Rafaela de Loera *
JT Hilton
Kip Anderson*

Heather Kamin
Joe Legander
David McCallum *
Coleen Stevens *
Kathy Schaben
Elisa Ochoa*

Staff Present:

Deb King
Deanna Carter
Vikki Cipolla-Murillo
Patty Stansfield
*Telephonic attendance **

1. Welcome and Call To Order:

- a. Mark Stodola called the meeting to order at 10:14 a.m.
- b. 12 members attended - quorum. Laura Beeson – Davis attended as proxy for Judy Thompson- Ng; she will replace Judy on the committee January 2010.
- c. Introductions: Patty Stansfield, Specialist, Education Services Division

2. Review Minutes:

- a. August 06, 2009 minutes were approved with no changes. Kip Anderson moved to approve the minutes. JT Hilton seconded the motion. The motion passed unanimously JSEC 2009-01

3. Program Planning Reports:

- a. JSEC Broadcasts: Judicial Employee Code of Conduct Broadcast, September 30, 2009.
The ethics broadcast had high attendance with 580 registrants. Twenty-four new webcast sites participated in the broadcast, viewing the live program via the WEB in group setting without the need for a satellite downlink.
- b. WAAS Routers: New WAAS routers used by AJIN courts allow for web streaming without significant interruption to court operations. A limited number of courts such as Kyanta, Chinlee, Clifton/Morenci will continue to be affected by lack of bandwidth and will need to attend broadcasts at a web streaming court. Currently, 119 AJIN courts have WAAS routers and have a potential to receive webcasts. The non-AJIN metropolitan courts (e.g. Maricopa County Superior Court, Phoenix Municipal, Pima Superior Court and Tucson City Court) are dependent on their own internal systems for web streaming.
- c. Webcast Advantages/Disadvantages: The following were discussed:
 1. Disadvantages: If people view broadcasts one-on-one at their desktops, it could create a problem with bandwidth. Use of interactive methodology such as small group discussion, could be limited.
 2. Advantages: Staff will have far more opportunities to view broadcasts with no travel involved. Taped webcasts are available via the web immediately following the live broadcast. Webcasting is cost effective. There is no longer a need to reach a minimum number of people or have a minimum broadcast duration to justify cost effectiveness.

d. Broadcast Attendance Accountability:

COJET credit currently is given to participants who have signed-in and completed an online evaluation. It is difficult to track accountability with webcasts format. Considerations or suggestions offered by members to provide for accountability in attendance are:

- i. Participant logs in to a site to access training, thereby tracking individual's time and access.
- ii. Participant emails training coordinator within 10 min. of training to identify date and time training was completed – roster; complete an evaluation.
- iii. Participant follows independent learning policy – (i.e. video) and completes an evaluation following. Leave the verification responsibility to the onsite training coordinator.
- iv. Create an assessment to accompany webcasts viewed independently and require participant to receive a minimum score or just to complete it, to obtain COJET credit. Then forward assessment on to their training coordinator. Test knowledge vs. attendance. The assessment can be done via PDF or survey software.

Staff reviewed the current process, where individuals register at a webcast site/court site. This process will enable ESD to account for the numbers attending the broadcast to track for performance measures (registration/attendance). Once one has registered, an email is sent with program materials and directions on how to access an evaluation. Only those registered are put into the evaluation/certificate of attendance database. The honor system assumes that one has registered and actually attended, before completing the evaluation form.

e. JSEC Broadcasts: Public Access to Court Records – Rule 123

Broadcast date is being rescheduled from January to February. Members agreed with the proposal to develop a webcast instead of a broadcast, which targets management and court leadership (court administrators, clerks of court, presiding judges.) The broadcast will provide court leadership and management with the changes in the rules governing records. **Action Item:** As a follow-up to the webcast, a CBT on records basics will be developed for all staff, defining terms such as public record, open and closed records; and providing examples of typical records requests and appropriate responses. The CBT target date will be by June 2009 and will be accredited for ethics.

e. Training Resources: How are people getting their COJET hours in this reduction year?

According to a survey by the Education Services Division, more than 50% employees met COJET requirements by July 2009. Most completed training through independent learning and are not in need of additional resources in 2009. COJET training has been completed via:

- i. Independent learning
- ii. Training offered in the region/county by other courts
- iii. Broadcasts
- iv. Training held in conjunction with meetings
- v. Training by presiding judge or court personnel during lunch hour
- vi. Modules – **Action Item:** Joe Legander's training department at Maricopa Clerk of the Court is in the process of creating a series of 30 to 45 general topic

training modules called “Training to You.” Topics include, but are not limited to, sexual harassment, completing leave forms, dress code. These training packets will be made available to supervisors to conduct mini trainings about day-to-day functions of the court. Joe is willing to share his court’s training packets with training coordinators, once they are developed in CY 2010. He warned that some topics are court specific and will need to be adapted per court. The resource can be posted to the training coordinator website for access and an article can be written in the “Coordinator” newsletter to advertise these resources once they are developed. The packets include an instructor guide, handouts detailing what is covered, topics for discussion, assessment/evaluation.

f. Training Resources: Training “Coordinator” newsletter

Vikki Murillo publishes a quarterly newsletter to training coordinators. The newsletter contains links to training resources. **Action Item:** JSEC members are encouraged to submit articles to the newsletter on topics of interest to the court community. In addition to training coordinators, the committee suggested distributing the newsletter to court administrators, presiding judges, clerks of court, chief probation officers and juvenile court directors.

g. Centra Train-the-Trainer: Education Services staff will travel to Tucson to teach field trainers and training coordinators how to convert curriculum to online Centra delivery. ESD would like to see Centra being used more frequently by trainers outside the AOC. **Action Item:** Patty Stansfield will teach a train-the-trainer class and offer a follow-up, and consulting to assist in converting curriculum to Centra. **Action Item:** Deb King volunteered to teach a Phone Skills classes on Centra in November and December.

h. Reporting Sponsored Programs – voluntary option:

In 2010, Education Services Division is considering giving training coordinators the option to voluntarily report COJET sponsored programs on a quarterly basis versus annually at calendar year-end. The new sponsored programs reporting form will include an additional column requesting training coordinators to indicate whether the curriculum and/or faculty may be available for other courts use. The benefits of reporting quarterly are two-fold: 1) to minimize reporting work for training coordinators during year-end reporting 2) to make curriculum and faculty resources available earlier in the year to be shared as a training resource via the training coordinator website. Education Services will evaluate the effectiveness of quarterly reporting later in the year.

The committee offered other suggestions such as: Submit entire list on an off-cycle, mid-year. Build a simple statewide Access database to enter class information at the time of accreditation, which would eliminate the need to submit sponsored/accredited programs yearly. (It was noted that there would be a need for database cleanup each year.)

4. Regional /Local Updates and Subcommittee Reports:

a. JCCE – Joint Council on Court Education: JCCE will hold its next meeting on Friday, October 23. Representatives from 6 different southern region counties will brainstorm ideas to develop training resources for 2010. **Action Item:** Deb King will highlight a new DVD resource, entitled “Awesome – Generations in the Workplace”, one of several facilitated training programs purchased by the Education Services Division recently. These DVD resources will not be listed in ERL (Education Resource Library) for general check-out, but will be checked out to training coordinators and field trainers only. ESD

purchased an additional Lectora license and loaded it on a laptop which will be made available for loan to training coordinators and field trainings to develop CBTs.

- b. NACE – Northern Committee on Judicial Education: Next meeting will be held November 19, 2009. The committee will identify goals for NACE in 2010, discuss plans for a collaborative CBT project with JCCE, and share training news. The cancellation of the Northern Region Conference impacted small northern region courts. Field trainers traveled more to provide training to small courts; however, most Flagstaff courts had completed training by June. Laura Beeson-Davis and Heidi Kohler have been working together to coordinate trainings in Graham, Greenlee and Flagstaff to meet the travel and budget challenges. Ken Kung from AOC delivered a MAS training in Flagstaff and will teach it in Pima in 2010.
- c. Maricopa County Training Report – Joe Legander: Maricopa County Clerk's Office is looking at strategies to manage training effectively in 2010. Some of their ideas are:
 - i. "Training to You" modules (already discussed)
 - ii. Ethics Vignettes - A series of fun 10 minute videos, similar to the old Maxwell House ads, developed with an evolving story and repeating characters. The content will address ethics and the courthouse and the video can be watched in 10 minute segments.
 - iii. Swine Flu reaction plan – Filming a one hour biohazard class using a Scooby Doo theme and adventure. The script is already written.
 - iv. Maricopa Courts June Conference – Maricopa courts have not yet decided if a June conference will be held this year. If so, it will certainly be scaled back. More employees are receiving training via independent learning, although classes are still being developed.

5. **Fast Track Planning – Discussion on Action Items Summary:**

- a. Group 1: Smaller Regional Trainings/outreach to outlying areas:
 - i. **Find more locations to hold trainings regionally.** Identify counties in each region who can hold trainings, to create network hubs (example: Pima county serves 5 counties in southern region with their trainings). Some regional training is currently being held.
 - ii. **Develop an outline of realistic needs.** Survey the specific training needs for the area. Consider a follow-up phone call after emailing a survey, for more effective response. The down side to needs assessment surveys is they can set up the expectation that all training needs will be addressed, which is not always feasible. In addition the information received via email is not always useful. Focus groups have been considered on a local and regional level.
 - iii. **Identify a single point of contact**, to improve marketing of classes statewide (TC or field trainer). Establish a "one-stop shopping" statewide calendar of events on the training coordinator website to advertise training events offered statewide. Entries would include an email or webpage link to a local point of contact for more information on registration and target audience.
 - iv. **Open chat or blog** – JT Hilton checked on this. Chat is available for all courts on AJIN, not via the internet. Some use it, others do not. Since the last roll-out, clerks are allowing more staff access to email. In the past they were restricted

from email access. No blog is in existence now.

- v. **Summary of the Main Deliverables:**
 - 1. Identify and post centralized locations for holding regional court trainings.
 - 2. Do regional survey at 2 levels. Level 1- survey supervisors/managers with training needs questions. Level 2 - follow-up with training coordinators (TCs) via email, chat, focus groups (face-to-face).
 - 3. Market training via statewide website – establish a website that offers a statewide training calendar with links to a “single contact point” for registration purposes.
 - 4. Broadcast/train-the-trainer and webcast Centra
- b. Group 2 – Partnership and collaboration inside and outside judiciary.
Provide effective training opportunities for the judiciary through shared community resources.
 - i. Create a list of potential collaborators and share the list with other counties.
 - ii. Assess current opportunities for grant funding and post information on the web.
 - iii. Create an inventory of existing partnerships. Would require a survey to find out what other counties are doing. (Consider reaching out to the federal court for funding or training opportunities.)
 - iv. Communication between different entities (COJET, CLIA, ACA, JCA...)
 - v. Track cost savings – may be difficult to get this information.
 - vi. Encourage groups to meet more frequently.
 - vii. Keep ongoing active communication.
 - viii. Share resources such as training done by local police and fire departments. Note when they are willing to travel to other regions.
- c. Group 3 – Training Planning Assistance – Educate courts about flexible options for meeting training goals.
 - i. Make Training Coordinator mentors – pair up new TCs with experienced ones. (for questions on accreditation questions, resources)
 - ii. Create networking blogs
 - iii. Distribute the newsletter to more people than TCs
 - iv. Quarterly reporting of sponsored programs
 - v. Develop a Lectora CBT on COJET requirements to give to new employees.
- d. Group 4 – Quality. Keep standards high, but analyze them.
 - i. Send short survey to judges to see if they would use West Legal Ed online training now that distance learning options have increased.
 - ii. Purchase off-the-shelf computer-based soft skills training (ie. conflict, communication, leadership skills) to expand the Education Resource Library.
 - iii. Provide assistance or resources to smaller courts to develop training plans.
 - iv. Shift focus from training hours needed to training skills needed through surveys and feedback from TCs.
 - v. Expand TC’s role as consultants in courts (broader role in organizational development). Train them how to be performance consultants and teach them how to conduct focus groups and meetings centralized around assessing problems in skill gap areas. Give them skills to use in their regional areas.
 - vi. Use Centra to network and mentor TCs. Discuss a common problem using Centra – (i.e getting supervisors to be willing to let people attend training, how to market training, how to follow up to ensure training has value.)
 - vii. Get courts to change paradigms about COJET skill vs. hours.

JSEC Chair would like to see a shift in paradigm from focus on COJET hours to focus on training needs. Kip Anderson's court is in the process of switching from Word Perfect to Word and his staff needs training. Deb volunteered to locate AOC archived automation curriculum to pass on to Kip for the transition to Word.

- e. Common Focus Areas. Deb King proposed volunteers work on the following 4 focus areas:
 - i. **Develop assessment tools** to determine training needs: Volunteers are needed to work on survey assessment questions or focus group approach, and conduct follow-up. The delivery method can vary depending on who would get the assessment. **Work Group:** Rafaela de Loera, Mark Stodola, Patty Stansfield
 - ii. **Enhancing Centralized Website:** Enhance the centralized website to provide a number of different services such as a training calendar, networking resources. Volunteers needed to work on website content. Group will come up with a list of what ought to be on the website. **Work Group:** David McCallum, Kip Anderson, Laura Beeson- Davis, Robert Cartwright, Vikki Murillo
 - iii. **Determining a Resource list of Collaborators/Partnerships:** Volunteers are needed to determine who would collaborate with us, and to make contact with community colleges and others agencies to develop partnerships. Put together a list. **Action Item:** Education Services Division will look into West Legal Ed and Development of a COJET training CBT. **Work Group:** Deb King, Mark Stodola
 - iv. **Enhancing Training Coordinator (TC) role and providing tools:** Volunteers are needed to: discuss what would be needed in a TC mentoring program designed to move TCs into a consultant role; discuss or develop tools to help TCs do training planning; and to work to change their perceived role in the court. **Work group:** Deb King, Glen Cobb, (not time sensitive except dealing with planning)
- f. Proposed JSEC deliverables:
 - i. Four statewide broadcasts
 - ii. Mark Stodola suggested that JSEC should offer itself as a resource to ACA (Arizona Courts Association)
 - iii. Continued support of and networking with JCCE and NACE
 - iv. Investigate what content should be on CBTs (needs assessment survey may give JSEC ideas for CBTs)

6. Trainer Excellence Nomination Program

- a. The committee received a copy of the Trainer Excellence Awards (TEA) criteria and nomination form which had been reviewed and edited at two workgroup meetings by ESD Distance Learning (DL) unit and members of a JSEC workgroup. The proposed form added criteria for individuals who develop distance learning or CBTs. The committee agreed to the proposed changes as reflected in the criteria and nomination form. The committee discussed that it would be inappropriate to provide awards to vendors or persons paid to provide training.
- b. Trainer of the Year Award: The purpose of this award was to select one outstanding individual who exemplified the characteristics as described in the selection criteria. After discussion, it was decided to not make it mandatory to choose a Trainer of the Year. Instead JSEC could have the option of identifying a Trainer of the Year when appropriate,

based on information within the nomination that set the individual apart from his/her peers. For future years, the committee also discussed replacing the Trainer of the Year award with a "Special Recognition" award given to one or more individuals or groups for making a notable contribution to training. This would avoid making comparisons among the winners of the Training Excellence Award. Additionally, it could provide recognition to a variety of work being done to further education in the court system. Examples of special recognition could be a TC bringing a county back into compliance; or an outstanding idea implemented to bring in new resources for training in a lean budget year; or creating networks or new resources for other counties/courts to provide assistance.

MOTION: Joe Legander made a motion to discontinue the "Trainer of the Year" award as it is presently stated on page 2 of the handout labeled "Training Excellence Program Criteria" and to replace it with a Special Recognition award as discussed herein. Glen Cobb seconded the motion. Motion passed unanimously. JSEC 2009-02

2009 Awards Selection: Vikki Murillo asked how JSEC wants to handle selection of TEA recipients for CY09. The committee discussed and decided to use a workgroup to review nominations as done in past years. Volunteers for the Work group to review 2009 nominations were Joe Legander and Glen Cobb.

7. Meeting Dates for 2010:

- a. The following potential meeting dates were provided: February 18, 2010, May 18, 2010, August 17, 2010, and November 9, 2010.

8. Training Coordinator Workshop – May 14, 2010. Vikki Murillo will begin planning the conference soon. The conference will include a Whistle Stop this year. Deb King asked the committee if there would be value in JSEC meeting with Training Coordinators during their annual workshop. She requested possible agenda items. Some topics mentioned were:

- a. JSEC dialogue with coordinators on a mentoring program
- b. Resource list collaboration
- c. Focus groups at workshop for needs assessment
- d. JSEC member who is running a workgroup could discuss bringing training coordinators on their workgroup for Fast track planning items

9. New Business: None

10. Call to the Public: No response.

11. Next Meeting: Agenda topics:

- a. New committee member introductions.
- b. Update on subcommittee work.

Meeting adjourned at 2:00 pm